PROVIDER BULLETIN

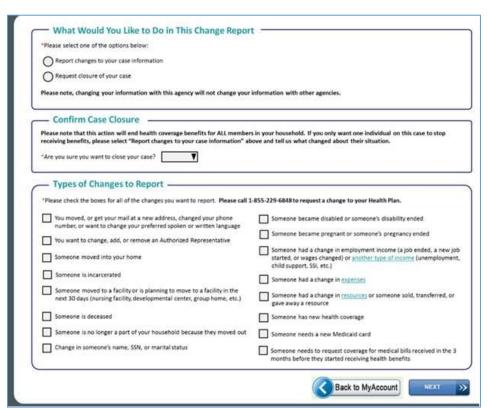
News and Updates on the Louisiana Medicaid Provider Portal

This Provider Bulletin was developed to answer questions and address concerns providers may have regarding Medicaid's new enrollment and eligibility system. Launched on November 13, 2018, the new system includes a new Provider Portal that replaces the former Facility Notification System (FNS) as **the primary way providers manage documentation** requirements. The Self-Service Portal can be accessed at https://sspweb.lameds.ldh.la.gov/selfservice/.

Member Outreach for Provider-based Medicaid Application Centers

As with any technological upgrade of this magnitude, there is a learning curve for end users. This period of transition includes some anticipated and temporary slowdowns in processing and longer wait times on our customer service lines. Medicaid has identified three areas where some targeted outreach to applicants and enrollees could help improve overall processing times:

- Encourage clients to create an account. The new web-based application includes new features that require applicants to create an account to be able to use these features. Establishing an account is not a requirement to apply, but it is necessary to make updates and changes quickly and easily through the web system. This includes everything from requesting a new Medicaid card to reporting if someone's marital status changed.
- Continuing education on case changes. Not all updates to a Medicaid case require a new application. In fact,
 many of the processing slowdowns are caused by unnecessary tasks being generated in the system via duplicate
 applications that should have been a simple change to a specific area in the case. The new system allows
 enrollees to report a multitude of changes to their account. See the screen shot below for the options available
 to recipients.



PROVIDER BULLETIN

Avoid submitting applications that are not necessary. Application centers should receive prompts when
processing an application that warns them of a potential conflict with payment. This should include an
application that is pending or an individual who already has coverage. Additional information on the case is
available in the online Medicaid Eligibility Verification System (MEVS). Staff should be advised that ignoring the
prompts can impact application center payment and may lead to additional and unnecessary processing efforts
by Medicaid staff.

Additionally, we would remind all application centers to make frequent checks to the <u>online application center resource</u> <u>library</u>. This dynamic site includes the latest news related to applications centers, including systems updates on the new eligibility and enrollment system.

Issues Submitting Provider Form for PLI Corrections

Medicaid is aware of provider submission issues when using the provider form for PLI corrections (148PLI, Nursing Home Submissions) in the new <u>Provider Portal</u>. Electronic submissions, including corrections, can only be accepted for billing periods dated Nov. 1, 2018 and after. If a provider needs to submit a correction prior to Nov. 1, 2018, this must be done using the <u>148PLI paper form</u>. Medicaid is requesting that forms be submitted to the Medicaid Long Term Care (LTC) unit for confirmation prior to sending to DXC Technology (Medicaid's fiscal intermediary, previously Molina). Medicaid will make any required adjustments to the recipient's income. Both the recipient and the provider would receive notice of the adjustment. Forms may be submitted to Medicaid LTC by fax to (225) 389-8019.

Important Notices

Important notices about the new system and training on how to navigate the provider portal, can be found at our website dedicated to Medicaid system changes here.

IMPORTANT LINKS

Self-Service Portal – https://sspweb.lameds.ldh.la.gov/selfservice/
Provider Portal Assistance – MedicaidEligibilitySystemsHelp@la.gov

Medicaid Eligibility and Enrollment Web – http://ldh.la.gov/index.cfm/page/3497

Medicaid Customer Service – 1-888-342-6207 | medicaid.com/provweb1/Forms/forms.htm

& https://ldh.la.gov/index.cfm/page/1278